

Career Opportunity

Receptionist (Head Start)

SALARY: \$10.72 - \$16.40 Hourly

CLOSES: 3/4/2013



JOB TYPE: Contract/Grant-Funded/Full-Time

POSITION OVERVIEW: The purpose of this position is to receive and route incoming calls, provide support to Human Services Department staff, and assist clients visiting staff onsite, and provide program information and application instructions to public clientele.

POSITION QUALIFICATIONS: High school diploma or GED certificate and six months experience in a high volume office environment. Both verbal and written bi-lingual skills in Spanish language required. **Knowledge, Skills, and Abilities:** Must possess exceptional customer service abilities. Must have knowledge of multi-line phone system. Must have the ability to handle multiple tasks simultaneously; ability to utilize Microsoft Outlook and Microsoft Word; ability to operate office equipment; ability to communicate with staff and the public. Good organization skills required. **Note:** Must complete background check and fingerprint identification upon hire to successfully secure DPS Fingerprint Clearance Card. Some positions require a TB and mini physical screening.

ESSENTIAL JOB TASKS: Answer incoming calls professionally and promptly, and direct them to the appropriate employee, and/or answer general questions about the Head Start program and the application process. Bi-lingual in English/Spanish language is required for both verbal and written skills. Greet and direct visitors to appropriate contact, meeting, or service opportunity. Ensure all staff and/or visitors sign in and out of the building. Process incoming packages, supply and mail deliveries, and direct to appropriate staff. Assist staff with projects and customer flow as directed by supervisor. Process incoming mail/distribution; process all out-going certified/UPS mail and assist staff with mail. Responsible for logging county vehicles in and out. Responsible for repair calls for the copiers and laminators, as well as stocking supplies in the machines. Schedule conference rooms for staff through Microsoft Outlook. May require data entry of customer registration forms and customer information into ChildPlus or HSD online. Order office supplies and maintain inventory.

Complete Posting and Applications may ONLY be found online at: <http://www.maricopa.gov/jobs>



Maricopa County

